



Job Title: Program Coordinator

Date: June 24, 2019

Hours: Hours are a mix of direct care shifts (2:45-11:45pm, 11:30pm to 8:30am, 8:00am-4:00pm, 4:00pm-12:00am weekdays and weekends) and some regular weekday office hours approximately 8:00am-5:00pm, rotating on-call for crisis intervention or weekend backup.

Summary: The Program Coordinator is responsible for overseeing the Hope Harbor residential program. The Program Coordinator is the designated program director of the facility, and serves as the designated person in charge of the facility in the temporary absence of the Site Director, who is the chief administrator of Hope Harbor. The Program Coordinator oversees and provides case management for the individual resident programs (in cooperation with Teacher, Biblical Counselor, and Direct Care Staff), advises/trains Direct Care Staff for coordination of best care for individual resident programs, and manages the facility as a home. Responsibilities of this position include:

Program Management Responsibilities:

- Participate in client interview and intake
- Work in direct care on a regular basis
- Assist in the development of short- and long-term plans for individual resident programs with specific emphasis on Independent Living Skills and Spiritual Growth
- Measure individual client needs and progress through direct care work, assessment of effectiveness of resident discipline, and individual meetings with residents on a regular basis
- Prepare reports, maintain records, attend meetings, and make program recommendations including program movement or program end for client progress
- Maintain consistent communication with parents on client needs, progress, movement
- Assist in crisis intervention and debriefing, in coordination with Leadership Team

Staff Training Responsibilities:

- Utilize leadership skills to equip Direct Care staff to serve clients with excellence
- Maintain best care practices for clients through consistent communication with staff, debriefing, training, encouragement, etc.
- Pursue and implement resources and trainings to better meet specific needs of clients
- Coordinate with Leadership Team to facilitate Resident Review meetings and Staff Training meetings
- Coordinate program volunteers and interns

House Management Responsibilities:

- Evaluate, implement, and maintain program policies and practices to meet desired outcomes
- Oversee and coordinate client supplies, appointments and needs
- Oversee and coordinate house supplies
- Manage resident medication
- Oversee facility emergency procedures
- Maintain staff reporting and documentation, and client cumulative files, with accurate/up-to-date information
- Oversee site specific social media in coordination with Director of Operations
- Participate in public relations to increase community awareness, connect residents with community resources, provide culturally appropriate activities, and to advocate for residents in the community

Other Responsibilities:

- Attend Resident Review, Staff Training and Leadership Team meetings, Quarterly Reviews and Transition meetings, and annual Staff Retreat
- Use individual gifts and specialized training to promote Hope Harbor and be a resource in the community
- Set SMART Goals and review with Site Director on a Quarterly basis
- Other as needs arise or are assigned

Skills:

Participant/Family focused

Organized

Honest

Empathetic

Dependable

Creative

Strong computer skills

Collaborative

Attention to Detail

Integrity

Able to multitask/work with diverse groups

Strong written/oral communication

Strong interpersonal skills

Required Qualifications:

1. At least 21 years of age
2. Pass a Background Check
3. Passion for working with teens and families in a nonprofit setting

Preferred Qualifications:

1. Strong Christian faith and value system
2. Bachelor's degree in Counseling, Sociology, Psychology, Social Work, Ministry, or other related field
3. Experience working with individuals who have mental health issues
4. Experience with direct services, program development and/or case management